

## CA Health Corps FAQ

**My license is expired, can I still work for CA Health Corps?**

No, CA Health Corps requires all certifications to be current.

**Are the facilities caring for COVID-19 positive patients?**

Most facilities are caring for COVID-19 positive patients.

**Where can I pick up Personal Protective Equipment (PPE)?**

If you would like to pick up your “Go-Bag” you can do so by scheduling a pick-up time with your California Department of Public Health (CDPH) local district office, however, the facility will have PPE available for you. The “Go-Bag” is to be used in case of an emergency.

**How do I sign up for shifts?**

When facilities near you request assistance you will receive an email with a link to sign up for shifts.

**How do I sign up for additional shifts?**

If you are interested in signing up for additional shifts you can visit your personal portal online and determine if your schedule works for the available shifts.

**I am interested in taking shifts outside of my location, is this possible?**

You can send an email to [cahealthcorps@emsa.ca.gov](mailto:cahealthcorps@emsa.ca.gov) to inform them you are interested in a facility. They will determine the need and, if deployed, will coordinate travel reimbursement and lodging if facility is located greater than 50 miles from your residence.

**What are stand-by shifts?**

If you sign up for a standby shift, you are indicating you are available to work during that time should the need arise. A member from CA Health Corps will contact you if they need you to assist at a local facility.

Please note, if you sign up for a stand by shift and are contacted to report to a facility and cannot work you are at risk of not getting paid for that stand by shift. CA Health Corps asks that you sign up for shifts at facilities near you, if applicable, before signing up for a stand-by shift.

**Will I be contacted prior to my shift to confirm?**

CA Health Corps will not confirm your shifts, you can track them on your personal portal.

**How can I confirm the day/shift/location for the shift I signed up for?**

You can visit the portal at any time to confirm the day/shift/location you signed up for.

[How can I verify what shifts I signed up to work?](#)

You can visit your personal portal using the link that was included in your original email.

[Will I need to attend training prior to my arrival at the facility?](#)

CA Health Corps does not provide formal training but attached to this email is a California COVID-19 Skilled Nursing Facility Orientation and Training presentation designed by CDPH. The facility will also discuss roles and responsibilities with you upon arrival. Please make the facility aware of any questions you have regarding your duties.

[Will a CA Health Corps badge be issued?](#)

At this time, CA Health Corps will not provide you with a badge. The facility receives daily rosters and will provide a badge if they require one.

[What should I bring to my first shift?](#)

You should bring a photo ID and your immunization records, if available.

[What should I wear to my shifts?](#)

You should arrive to your shift in scrubs in the color of your choice.

[Who do I check in with on my first day?](#)

Please check in at the front desk upon your arrival to the facility, they will be able to provide you more direction regarding roles and responsibilities and provide you a badge if they require one. CA Health Corps provides a roster to the facility daily so they know to expect you.

[The facility I was asked to work at is further than 50 miles from my residence, will travel reimbursement and lodging be provided?](#)

If you are asked to work more than 50 miles from your residence lodging and travel reimbursement will be provided. The liaison for CA Health Corps will contact you to help you arrange lodging and provide all travel documents. When the travel claim forms are complete, please mail them to:

Emergency Medical Services Authority  
10901 Gold Center Drive, Suite 400  
Rancho Cordova, CA 95670  
Attention: Travel Coordinator

[How do I track my time worked?](#)

You can log your hours worked on the Volunteers page located on your personnel portal. Human Resources will reach out to you if they have additional questions. At the end of every contract or pay period, whichever comes first, Human Resources confirms time worked with the facility.

#### When can I expect my paycheck?

State employees are paid monthly. Around the 15<sup>th</sup> of each month you will receive payment for time worked in the previous month.

#### How do I report my stand-by hours?

Once you sign up for a stand-by shift no further action is needed on your part. You will be paid for 1 hour of every 4 hours on standby. Human Resources will contact you if they have any questions.

Please note, you can only sign up for one stand-by shift per day.

#### I need to book a hotel to self-quarantine, how do I arrange that?

You can reserve a room by calling the CalTravelStore at 877-454-8785. Please be sure to identify yourself as a CA Health Corps employee.

#### I still have questions, who can I contact?

You can email the CA Health Corps team at [cahealthcorps@emsa.ca.gov](mailto:cahealthcorps@emsa.ca.gov) with any additional questions.